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## UTILITY PATENT APPLICATION TRANSMITTAL

(Only for new nonprovisional applications under 37 CFR 1.53(b)

02950.P059

**Total Pages** 

First Named Inventor or Application Identifier Steve McFarland

Express Mail Label No. EL 234 217 470 US

ADDRESS TO:

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**Box Patent Application** Washington, D. C. 20231

APPLICATION I	ELEMENTS
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See MPEP chapter 600 concerning utility patent application contents.

- Fee Transmittal Form (Submit an original, and a duplicate for fee processing)
- 2. Specification (Total Pages

(preferred arrangement set forth below)

- Descriptive Title of the Invention
- Cross References to Related Applications
- Statement Regarding Fed sponsored R & D
- Reference to Microfiche Appendix
- Background of the Invention
- Brief Summary of the Invention
- Brief Description of the Drawings (if filed)
- Detailed Description
- Claims
- Abstract of the Disclosure
- 3. Drawings(s) (35 USC 113) (Total Sheets 6)
- (Total Pages 4) 4. Oath or Declaration
  - Newly Executed (Original or Copy)
  - Copy from a Prior Application (37 CFR 1.63(d)) (for Continuation/Divisional with Box 17 completed) (Note Box 5 below)
  - <u>DELETIONS OF INVENTOR(S)</u> Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).
- Incorporation By Reference (useable if Box 4b is checked) 5. The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.
- Microfiche Computer Program (Appendix) 6.



7.	<u></u>	Nucleotide and/or Amino Acid Sequence Submission
	(if applicat	ole, all necessary) Computer Readable Copy
	b	Paper Copy (identical to computer copy) Statement verifying identity of above copies
	<u> </u>	ACCOMPANYING APPLICATION PARTS
8.		Assignment Papers (cover sheet & documents(s))
9.		a. 37 CFR 3.73(b) Statement (where there is an assignee)
	X	b. Power of Attorney (Unexecuted)
10.	***************************************	English Translation Document (if applicable)
11.		a. Information Disclosure Statement (IDS)/PTO-1449
		b. Copies of IDS Citations
12.		Preliminary Amendment
13.	_X	Return Receipt Postcard (MPEP 503) (Should be specifically itemized)
14.		a. Small Entity Statement(s)
		b. Statement filed in prior application, Status still proper and desired
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# BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Date: August 31, 2000 By Jeffrey S. Smith
Reg. No. 39,377 12400 Wilshire Blvd. Seventh Floor Los Angeles, CA 90025-1026 (408) 720-8598
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Client: Aspect Telecommunications Title: User Invoked Directed Outdial Method and Apparatus  BSTZ File No.: 02950.P059  Date Mailed: 8-31-2000  The following has been received in the U.S. Patent & Trademark Office on the date stamped hereon:  Amendment/Response ( pgs.)  Appeal Brief ( pgs.) (in triplicate)  KK Application - Utility (19ps., with cover and abstract)  Application - Rule 1.53(b) Continuation ( pgs.)  Application - Rule 1.53(b) Divisional ( pgs.)  Appeal  Atty/Secty Initials: ALM/JSS/td  * **  Docket Due Date: * * *  Express Mail NoE_1234217470US  Ami: \$762.00  KK Application - Rule 1.53(b) Continuation ( pgs.)  Size Fee Transmittal  Ami:
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# FEE CALCULATION (continued)

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127	50	227	25	Surcharge - late provisional filing fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for reexamination	
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for response within first month	
116	380	216	190	Extension for response within second month	
117	870	217	435	Extension for response within third month	
118	1,360	218	680	Extension for response within fourth month	
128	1,850	228	925	Extension for response within fifth month	
119	300	219	150	Notice of Appeal	
120	300	220	150	Filing a brief in support of an appeal	
121	260	221	130	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive unavoidably abandoned application	
141	1,210	241	605	Petition to revive unintentionally abandoned application	<u> </u>
142	1,210	242	605	Utility issue fee (or reissue)	
143	430	243	215	Design issue fee	
144	580	244	290	Plant issue fee	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Petitions related to provisional applications	
126	240	126	240	Submission of Information Disclosure Stmt	
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146	690	246	345	For filing a submission after final rejection (see 37 CFR 1.129(a))	-
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## UNITED STATES PATENT APPLICATION

#### For

## USER INVOKED DIRECTED OUTDIAL METHOD AND APPARATUS

First Named Inventor: Stephen McFarland

PREPARED BY:

Blakely, Sokoloff, Taylor & Zafman Llp 12400 Wilshire Boulevard Seventh Floor Los Angeles, CA 90025-1026 (408) 720-8300

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#### USER INVOKED DIRECTED OUTDIAL METHOD AND APPARATUS

#### CROSS-REFERENCE TO RELATED APPLICATION

This application claims benefit of U.S. Provisional Application No. 60/210,923 filed June 12, 2000.

#### **FIELD OF INVENTION**

The invention is related to telephone conferencing.

## 10 BACKGROUND OF THE INVENTION

Systems are available for allowing a first caller to have a telephone conference with two or more parties over a telephone environment. However, all parties participating in the telephone conference are treated the same. Furthermore, all parties participating in the conference dial a common number to connect to a common bridge.

Systems of this nature currently available are inflexible because the script executed for all customers cannot alter its behavior based on customer input.

Also, the various instances of the script do not exchange any data, so the results of any one script cannot affect the execution of another instance.

# SUMMARY OF THE INVENTION

A method including making a plurality of outbound calls to a plurality of called parties from a single device and detecting each called party that answers the call is disclosed.

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## BRIEF DESCRIPTION OF THE DRAWINGS

The present invention is illustrated by way of example and not limitation in the figures of the accompanying drawings, in which like references indicate similar elements, and in which:

Figure 1 shows one embodiment for making a plurality of telephone calls from a single device.

**Figure 2** shows another embodiment of making a plurality of outbound telephone calls from a single device.

**Figure 3** shows an example of an embodiment of a method used by the outdial system to perform the method of **Figure 1**.

**Figure 4** shows an example embodiment of the signaling used to achieve a successful inbound call to outbound call.

**Figure 5** is a block diagram illustrating an exemplary interaction environment.

15 **Figure 6** shows a diagrammatic representation of a computer.

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#### **DETAILED DESCRIPTION**

A method and apparatus for making a plurality of outbound calls from a single device is disclosed. The method can detect which called parties respond to the call. Based on information associated with each caller, the device can treat each caller as an individual. For example, the device can play different commercial messages to each called party, based on the personal interests of each called party. Furthermore, the device can collect information from each called party, and execute different computer programs based on the information collected.

Thus, from an inbound application, the apparatus can invoke an outbound application and coordinate and synchronize the two applications. In one embodiment, one inbound call launches multiple parallel outbound calls. For example, a call received at a person's office can launch outbound calls to multiple locations, such as the person's home phone, cellular phone, and another office. Each outbound application is treated separately and can be programmed to operate independently of other outbound applications (e.g., outbound calls). If the initial caller hangs up, the application may allow a person to initiate another call.

Figure 1 shows one embodiment for making a plurality of telephone calls from a single device. A caller may make an inbound call to a directed outdial system, block 110. The caller may identify a plurality of phone numbers

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for the system to dial, block 120. In one embodiment, the caller can identify the numbers to the directed outdial system through a voice recognition device, a text to speech device, or a numeric keypad device. The outdial system then makes multiple outbound calls to the third parties, block 130. The outdial system can detect which of the called parties answers the call, block 140. The outdial system may also detect an error, such as a fax machine that answers the call instead of a person, for example. The outdial system can then continue the process with the called parties that answer the call and establish a connection with the outdial system.

The outdial system can treat at least one called party individually based on information associated with that party. The outdial system can obtain information associated with a given called party by asking questions to the called party, for example by accessing a scripted list of questions stored in memory and playing the scripted list of questions to the called party, block 150. The called party is requested to answer the questions. The questions may be answered through a voice recognition device, or a numeric keypad, for example. The outdial system may alternatively obtain specific information associated with each called party from the initial caller, or from a database, block 160.

The outdial system can enable various instances of the script to exchange data, so that any one script can affect the execution of another instance of the

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script. For example, the system can enable exchanging data between the programs handling the various called parties while the programs are running, to report hang-ups or customer input. Several methods may be used to accomplish this, such as writing to a shared database, shared memory, or shared file.

After obtaining information associated with a given called party, the outdial system can use that information to treat each called party on an individual basis, block 170. For example, the outdial system can send specific messages to a called party based on the information associated with that called party. Different commercial messages may be played to different called parties based on their corresponding personal interests and personal information. The outdial system may also request specific information based on the personal information associated with a given called party.

The outdial system can also connect the called parties that answer the call and the initial caller to a common channel so that all of the parties connected with the outdial system can participate in a conference call, block 180. Furthermore, the flexibility of the system enables the system to connect any combination of answered parties and/or the initial caller in a conference based on input from an individual called party or from the caller.

**Figure 2** shows another embodiment of making a plurality of outbound telephone calls from a single device. In this embodiment, the outdial system

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accesses a list of telephone numbers to be called, for example, by reading the list from a database stored in memory, block 210. The outdial system then calls the telephone numbers, and detects which parties answer the call, block 220. The outdial system may then request specific information from each called party block 230, and based on the responses, request additional information or play specific messages, block 240.

For example, if a candidate for public office desires to conduct a survey, the candidate can provide a list of phone numbers of voters within his or her district to the outdial system. The outdial system can then dial those numbers. The voters that answer the phone call are then asked one or more questions. Additional questions may be asked based on the initial answers from the voters. For example, if the candidate is a Democrat, and desires to collect information about Democrats, the first question may be "are you a Democrat?" Those called parties that answer "no" may be played a message that says "thank you for your time." The called parties that answer "yes" may be asked additional follow up questions related to specific issues relevant to the candidate's campaign.

Thus, the outdial system is able to obtain specific information associated with each called party and to treat each called party on an individual basis, even without an initial caller to initiate the process.

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Figure 3 shows an example of an embodiment of a method used by the outdial system to perform the method of Figure 1. An "A-leg," or inbound, calling program is executed by the system when a caller calls into the system, block 310. The outdial system reads information associated with the caller, block 315, and writes the information into a buffer, block 320. The system then invokes one or more outdial functions, block 325. The outdial function dials the numbers of the parties to be called. If a called number is busy, block 330, the system hangs up, block 335. Otherwise, the system invokes one or more "B-leg," or outbound, calling function for each called party and waits for an answer signal block 345, from each called party to indicate that each party has answered the call. The system then connects with a given called party after an answer signal is received, block 350. The system then may play a message, such as a commercial for example, to each called party, block 360. The message for a given called party may be unique to that party based on information associated with that party. The outdial system may connect the initial caller with the called parties on a single conference path so that the parties may participate in a conference call, block 365.

An example embodiment of the signaling used to achieve a successful inbound call to outbound call, or A-leg to B-leg, call is shown in **Figure 4**. An initial address message (IAM) from an incoming call is accepted by the A-leg application program, block 410. Then, an address completion message (ACM)

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is returned block 415, followed by the answer message (ANM) signal, block 420. The system then prepares caller information, such as ISUP (integrated services user part) parameters to be used by the B-leg application program, block 425. An outdial function is then invoked block 430, which sends an IAM, such as multiple telephone numbers, for example, across a telephone network, block 435. Then, an ACM is returned, block 440. The B-leg application program then controls the outdial process block 480, and waits for an ANM answer message from each called party, block 485. After one or more ANM signals have been returned, the A-leg and the B-leg may be bridged using a conference path so that all connected parties can participate in a conference call, block 490.

Figure 5 is a block diagram illustrating an exemplary interaction environment 10, facilitated by an outdial system 12. The outdial system 12 may be any system that is capable of receiving, transmitting, queuing, routing, or otherwise processing a telephone call.

The interaction environment 10 is further shown to include an initial caller 14 (e.g., a human or automated entity) that is coupled to the outdial system 12. The interaction environment 10 further includes one or more called parties 16 (e.g., human agents or automated entities), that are capable of answering outbound calls and responding to requests communicated by the initial caller 14, or directed to provide information to the initial caller 14. Each of the called parties 16 is furthermore coupled to the interaction system 12 that

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serves to facilitate, broker and otherwise control interactions between the initial caller 14 and called parties 16.

The initial caller 14 is shown to be coupled to the customer interaction system 12 by a network, namely a Public Switched Telephone Network (PSTN) 18 via which the initial caller may engage in, for example, telephone-based communications. To this end, the initial caller 14 is shown to have access to telephone equipment 20.

The outdial system 12 is shown to include a number of sub-systems, namely an inbound communication system 26, and an outbound communication system 28. The inbound communication system 26 operates to receive inbound calls received at the interaction system 12 via the PSTN 18. The inbound communication system 26 may include, for example, Automatic Call Distributor (ACD), call center, PBX, or other telephone call processing device. The outbound communication system 28 (e.g., an outbound dialer system) operates to initiate communications with third parties 16 via the PSTN 18. For example, the outbound communication system 28 may perform an outbound telephone call campaign that includes automatically dialing a predetermined list of telephone numbers, detecting a customer pick up and, responsive to the customer pick up, communicating 16.

Each of the inbound communication system 26, and the outbound communication system 28 are shown to be coupled, and have access to, a

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database 32 that stores information concerning the various called parties 16 and initial caller 14.

Figure 6 shows a diagrammatic representation of a machine in the exemplary form of a computer system 600 within which a set of instructions, for causing the machine to perform any one of the methodologies discussed above, may be executed. In alternative embodiments, the machine may comprise a network router, a network switch, a network bridge, Personal Digital Assistant (PDA), a cellular telephone, a web appliance or any machine capable of executing a sequence of instructions that specify actions to be taken by that machine.

The computer system 600 includes a processor 602, a main memory 204 and a static memory 606, which communicate with each other via a bus 608. The computer system 600 may further include a video display unit 610 (e.g., a liquid crystal display (LCD) or a cathode ray tube (CRT)). The computer system 600 also includes a alpha-numeric input device 612 (e.g. a keyboard), a cursor control device 614 (e.g. a mouse), a disk drive unit 616, a signal generation device 618 (e.g. a speaker) and a network interface device 620.

The disk drive unit 616 includes a machine-readable medium 622 on which is stored a set instructions (i.e., software) 624 embodying any one, or all, of the methodologies described above. The software 624 is also shown to reside, completely or at least partially, within the main memory 604 and/or

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within the processor 602. The software 624 may further be transmitted or received via the network interface device 620. For the purposes of this specification, the term "machine-readable medium" shall be taken to include any medium which is capable of storing or encoding a sequence of instructions for execution by the machine and that causes the machine to perform any one of the methodologies of the present invention. The term "machine-readable medium" shall accordingly be taken to included, but not limited to, solid-state memories, optical and magnetic disks, and carrier wave signals.

Thus, a method and system for user involved directed outdial have been described. The user involved directed outdial provides a user with the ability to invoke an outbound application with information provided by an inbound application, as well as the ability to easily transfer ISUP parameters form the inbound call to the outbound call. In addition, directed outdial error reporting in an SS7 telephone network environment is provided. This allows services such as free phone or phone relay, while preserving the initial caller's identification information (e.g., "caller ID information").

Although the present invention has been described with reference to specify exemplary embodiments, it will evident that various modifications and changes may be made to these embodiments without departing from the broader spirit and scope of the invention. Accordingly, the specification and drawings are to be regarded in an illustrative rather than a restrictive sense.

## **CLAIMS**

What is claimed is:

- 1 1. A method comprising:
- 2 making a plurality of outbound calls to a plurality of called parties from
- 3 a single device; and
- 4 detecting each called party that answers the call.
- 1 2. The method of claim 1 further comprising treating at least one called
- 2 party individually based on information associated with the called party.
- 1 3. The method of claim 2, further comprising obtaining information
- 2 associated with at least one called party.
- 1 4. The method of claim 3, wherein obtaining further comprises requesting
- 2 information from the called party.
- 1 5. The method of claim 4 wherein requesting comprises requesting
- 2 numerical responses from the called party.

- 1 6. The method of claim 3 wherein obtaining further comprises asking
- 2 questions to the called party.
- 1 7. The method of claim 2 wherein treating further comprises executing a
- 2 computer program based on information associated with the called party.
- 1 8. The method of claim 2 wherein treating further comprises sending a
- 2 message to the called party based on the information associated with the called
- 3 party.
- 1 9. An apparatus comprising:
- 2 means for making a plurality of outbound calls to a plurality of called
- 3 parties from a single device; and
- 4 means for detecting each called party that answers the call.
- 1 10. The apparatus of claim 9 further comprising means for treating at least
- 2 one called party individually based on information associated with the called
- 3 party.
- 1 11. The apparatus of claim 10, further comprising means for obtaining
- 2 information associated with at least one called party.

- 1 12. The apparatus of claim 11, wherein said means for obtaining further
- 2 comprises means for requesting information from the called party.
- 1 13. The apparatus of claim 12 wherein said means for requesting comprises
- 2 means for requesting numerical responses from the called party.
- 1 14. The apparatus of claim 11 wherein said means for obtaining further
- 2 comprises means for asking questions to the called party.
- 1 15. The apparatus of claim 10 wherein said means for treating further
- 2 comprises means for executing a computer program based on information
- 3 associated with the called party.
- 1 16. The apparatus of claim 10 wherein said means for treating further
- 2 comprises means for sending a message to the called party based on the
- 3 information associated with the called party.
- 1 17. A computer readable medium having instructions which, when executed
- 2 by a processing system, cause the system to:
- make a plurality of outbound calls to a plurality of called parties from a
- 4 single device; and

- 5 detect each called party that answers the call.
- 1 18. The medium of claim 17, wherein the executed instructions further cause
- 2 the system to treat at least one called party individually based on information
- 3 associated with the called party.
- 1 19. The medium of claim 18, wherein the executed instructions further cause
- 2 the system to obtain information associated with at least one called party.
- 1 20. The medium of claim 19, wherein the executed instructions further cause
- 2 the system to request information from the called party.
- 1 21. The medium of claim 20, wherein the executed instructions further cause
- 2 the system to request numerical responses from the called party.
- 1 22. The medium of claim 19, wherein the executed instructions further cause
- 2 the system to ask questions to the called party.
- 1 23. The medium of claim 18, wherein the executed instructions further cause
- 2 the system to execute a computer program based on information associated
- 3 with the called party.

- 1 24. The medium of claim 18, wherein the executed instructions further cause
- 2 the system to send a message to the called party based on the information
- 3 associated with the called party.

# **ABSTRACT**

A method including making a plurality of outbound calls to a plurality of called parties from a single device and detecting each called party that answers the call is disclosed.

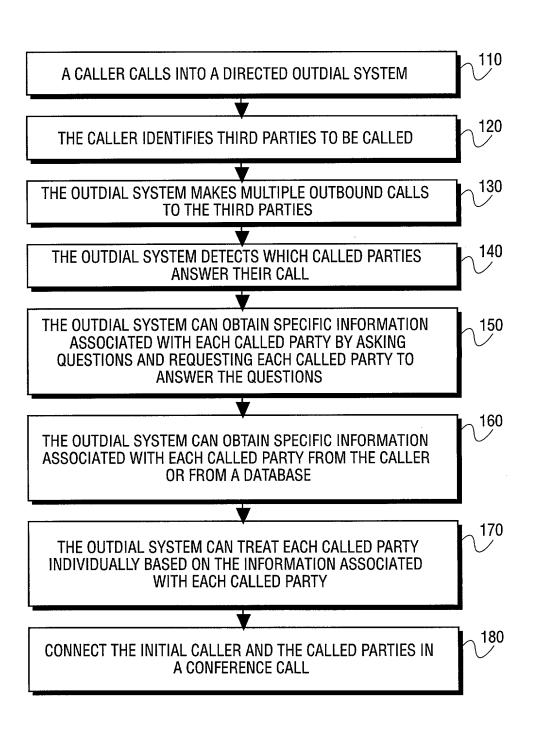


FIG. 1

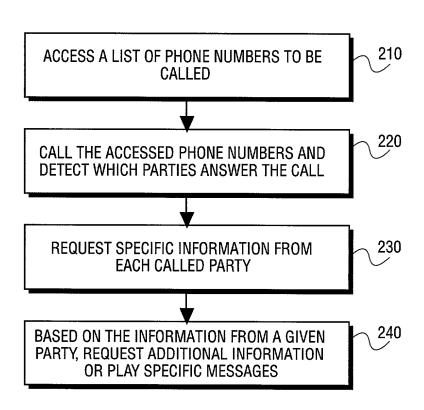
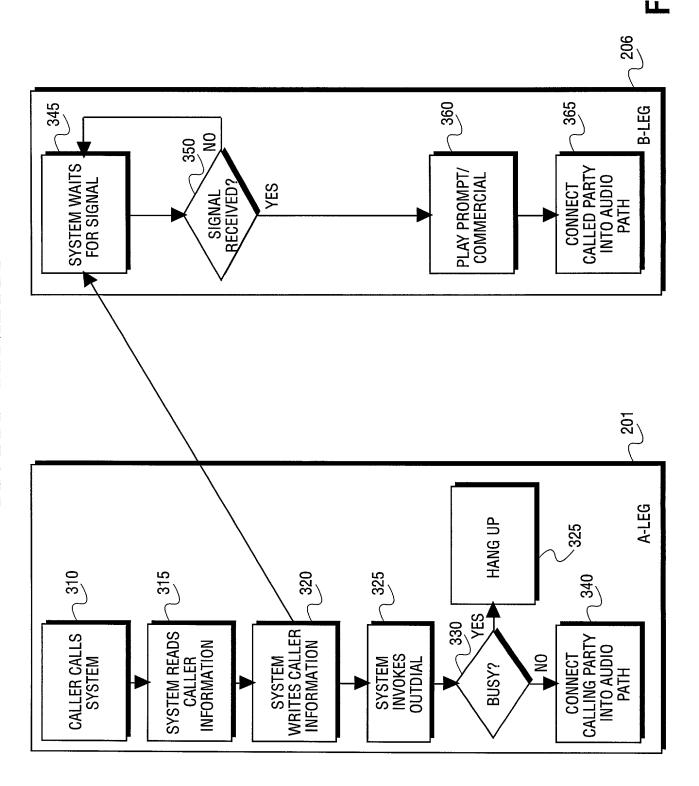
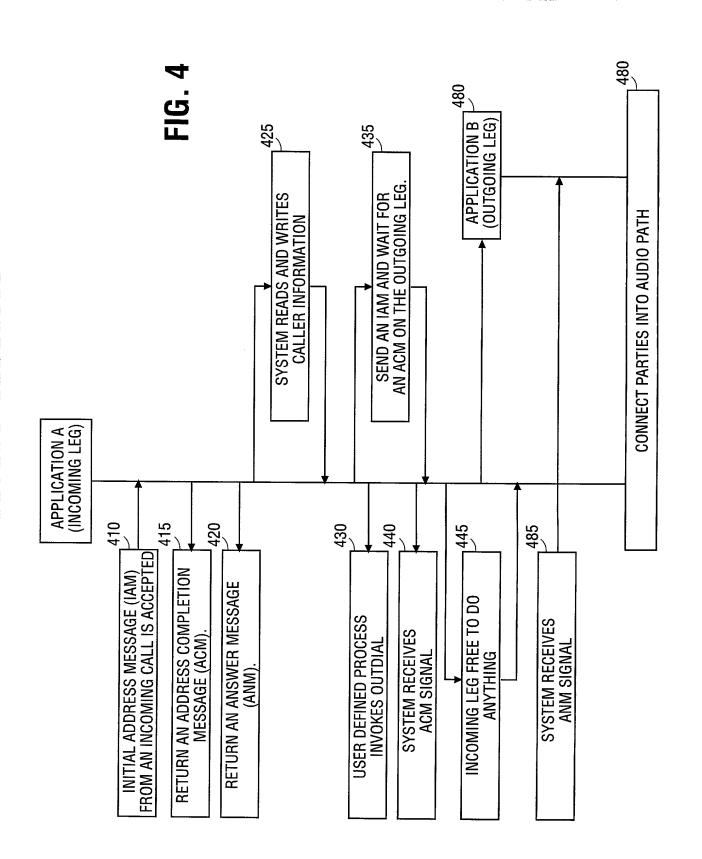
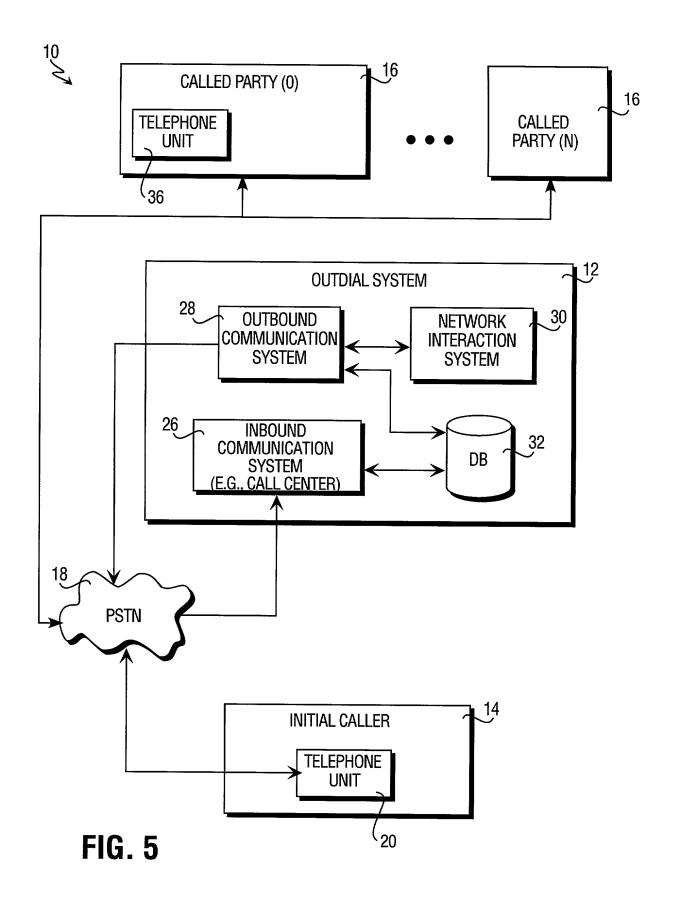
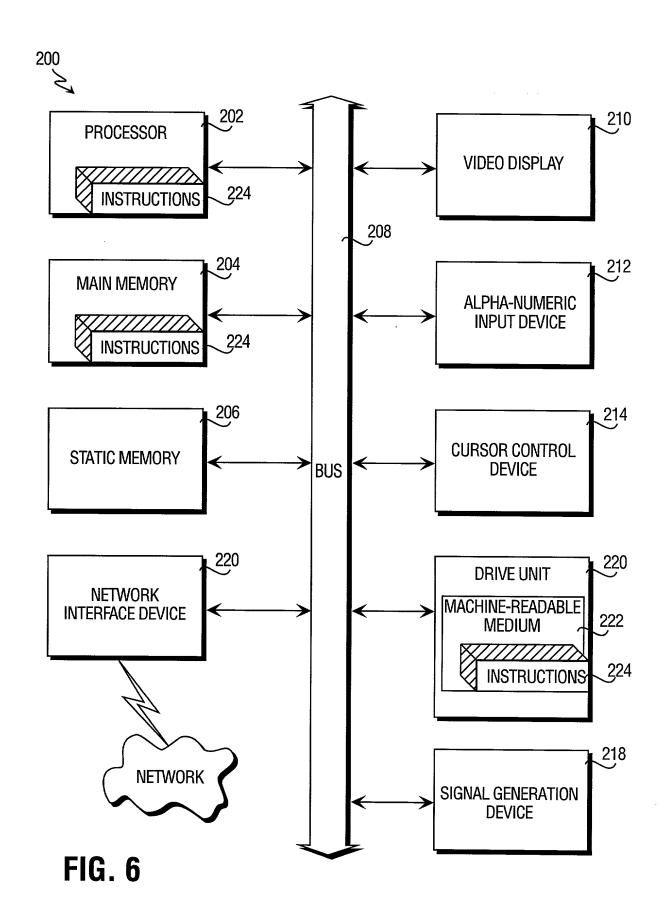


FIG. 2









Attorney's Docket No.: <u>02950.P059</u> Patent

# DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below, next to my name.

I believe I am the original, first, and sole inventor (if only one name is listed below) or an original, first, and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

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specification, in know and do not America before country before was not in publ application, and certificate issue America on an	acluding the clot believe that my invention my invention ic use or on so that the inverted before the application file.	laim(s), as amended the claimed invention thereof, or patented thereof or more than ale in the United Statention has not been pate of this application by me or my legal	nd the contents of the all by any amendment reference was ever known or use or described in any print one year prior to this attest of America more the patented or made the substantial or any country foreign I representatives or assetts (for a design patent	erred to aboused in the Unted publication, tan one year ibject of an it to the Unitigns more t	ove. I do Jnited Si ation in a hat the si prior to inventor ted State han twe	tates of any same this r's es of lve
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Prior Foreign A	pplication(s)				Priori <u>Claim</u>	
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(Numbe	er)	(Country)	(Day/Month/Yea	r Filed)	Yes	No

(Application Number)	Filing Date	-
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application(s) listed below and s not disclosed in the prior Un of Title 35, United States Code known to me to be material to	I, insofar as the subject ma ited States application in the Section 112, I acknowled patentability as defined in vailable between the filing of	ode, Section 120 of any United States tter of each of the claims of this application in the emanner provided by the first paragraphing the duty to disclose all information Fitle 37, Code of Federal Regulations, date of the prior application and the national
(Application Number)	Filing Date	(Status patented, pending, abandoned)
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(Application Number)  hereby appoint the persons librart of this document) as my resubstitution and revocation, to and Trademark Office connected (Note: Application of the person of th	isted on Appendix A hereto espective patent attorneys prosecute this application ted herewith.  Jeffrey S. Smith ame of Attorney or Agent e Boulevard 7th Floor, Los Smith of Attorney or Agent)  ements made herein of mation and belief are believed the knowledge that willfur prisonment, or both, undwillful false statements materials and thereon.  or Stephen McFarland	(Status patented, pending, abandoned)  (which is incorporated by reference and a and patent agents, with full power of and to transact all business in the Patent

#### **APPENDIX A**

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#### **APPENDIX B**

# Title 37, Code of Federal Regulations, Section 1.56 <u>Duty to Disclose Information Material to Patentability</u>

- (a) A patent by its very nature is affected with a public interest. The public interest is best served, and the most effective patent examination occurs when, at the time an application is being examined, the Office is aware of and evaluates the teachings of all information material to patentability. Each individual associated with the filing and prosecution of a patent application has a duty of candor and good faith in dealing with the Office, which includes a duty to disclose to the Office all information known to that individual to be material to patentability as defined in this section. The duty to disclosure information exists with respect to each pending claim until the claim is cancelled or withdrawn from consideration, or the application becomes abandoned. Information material to the patentability of a claim that is cancelled or withdrawn from consideration need not be submitted if the information is not material to the patentability of any claim remaining under consideration in the application. There is no duty to submit information which is not material to the patentability of any existing claim. The duty to disclosure all information known to be material to patentability is deemed to be satisfied if all information known to be material to patentability of any claim issued in a patent was cited by the Office or submitted to the Office in the manner prescribed by §§1.97(b)-(d) and 1.98. However, no patent will be granted on an application in connection with which fraud on the Office was practiced or attempted or the duty of disclosure was violated through bad faith or intentional misconduct. The Office encourages applicants to carefully examine:
  - (1) Prior art cited in search reports of a foreign patent office in a counterpart application, and
- (2) The closest information over which individuals associated with the filing or prosecution of a patent application believe any pending claim patentably defines, to make sure that any material information contained therein is disclosed to the Office.
- (b) Under this section, information is material to patentability when it is not cumulative to information already of record or being made or record in the application, and
- (1) It establishes, by itself or in combination with other information, a prima facie case of unpatentability of a claim; or
  - (2) It refutes, or is inconsistent with, a position the applicant takes in:
  - (i) Opposing an argument of unpatentability relied on by the Office, or
  - (ii) Asserting an argument of patentability.

A prima facie case of unpatentability is established when the information compels a conclusion that a claim is unpatentable under the preponderance of evidence, burden-of-proof standard, giving each term in the claim its broadest reasonable construction consistent with the specification, and before any consideration is given to evidence which may be submitted in an attempt to establish a contrary conclusion of patentability.

- (c) Individuals associated with the filing or prosecution of a patent application within the meaning of this section are:
  - (1) Each inventor named in the application:
  - (2) Each attorney or agent who prepares or prosecutes the application; and
- (3) Every other person who is substantively involved in the preparation or prosecution of the application and who is associated with the inventor, with the assignee or with anyone to whom there is an obligation to assign the application.
- (d) Individuals other than the attorney, agent or inventor may comply with this section by disclosing information to the attorney, agent, or inventor.